

FISC YOKOSUKA CONTRACTING

Customer Service Standards

You can expect the following when you do business with us

ACCESSIBLE PERSONNEL

- ◆ The name and phone number of a FISC Yokosuka contracting office associate to facilitate processing of your requirements.
- ◆ During normal business hours, 0800 – 1600 Monday through Friday, you can reach the following personnel to assist you with your Requisition.

Afloat Division:

Ship Support Group: Team Leader DSN 243-8408

Ship Repair Group: Team Leader DSN 243-8398

Ashore Division:

Eagle Customer Group: Team Leader DSN 243-6835

Osprey Customer Group: Team Leader DSN 243-8410

Falcon Customer Group: Team Leader DSN 243-8412

- ◆ For urgent requirements outside of normal working hours please contact FISC customer service at 243-7030. They will contact the appropriate personnel to assist you with your requirement.

TIMELY SERVICE

- ◆ Up to \$25,000: 90% within 20 days
- ◆ \$25,001 - \$100,000: 90% within 30 days
- ◆ Greater than \$100,000: 95% of awards processed on or before planned award date established in initial milestone plan

ON TIME DELIVERY

- ◆ We will negotiate the best possible delivery date in accordance with your needs. If your required delivery date isn't possible, we will notify you so you may plan accordingly. Our goal is 100% of deliveries will meet the customers' needs.
- ◆ Upon receipt of inquiry from customer, delivery status will be promptly provided.

COURTEOUS SERVICE

- ◆ Courteous service all of the time.